

Novell ZENworks 11 SP1

November 8, 2011

Novell®

The information in this Readme pertains to Novell ZENworks 11 SP1, the product that provides a comprehensive management of Linux and Windows servers and workstations.

- ♦ [Section 1, “Readme Updates,”](#) on page 1
- ♦ [Section 2, “Deploying ZENworks 11 SP1,”](#) on page 1
- ♦ [Section 3, “Before You Install or Upgrade,”](#) on page 2
- ♦ [Section 4, “Operational Known Issues,”](#) on page 9
- ♦ [Section 5, “Legal Notices,”](#) on page 29

1 Readme Updates

The following table contains information on the documentation content changes that were made in this *Readme* after the initial release of ZENworks 11 SP1:

Table 1 *Readme Updates*

Date	Readme Item Added or Updated
November 8, 2011	AdminStudio 10 SP2 is now supported.
September 19, 2011	To check for issues that were fixed post the initial ZENworks 11 SP1 release, see Section 2, “Deploying ZENworks 11 SP1,” on page 1.
August 19, 2011	Added the following known issues to the Section 4.2, “AdminStudio,” on page 11: <ul style="list-style-type: none">♦ “Unable to install AdminStudio 10 SP2 on a 64-bit Windows XP SP2 device” on page 11♦ “Auto upgrade of AdminStudio 10 to AdminStudio 10 SP2 fails on a device if the ZENworks Migration Utility was installed after installing AdminStudio 10” on page 11

2 Deploying ZENworks 11 SP1

Access the [Novell Downloads site](http://download.novell.com/index.jsp) (<http://download.novell.com/index.jsp>) to download the ZENworks 11 SP1a version of the files for the product.

- ♦ To review the list of issues that were fixed in ZENworks 11 SP1a, see TID 7008746 in the [Novell Support Knowledgebase](http://www.novell.com/support/search.do?usemicrosite=true&searchString=7008746) (<http://www.novell.com/support/search.do?usemicrosite=true&searchString=7008746>).
- ♦ If you have already installed or upgraded to the ZENworks11SP1.iso, before attempting to apply ZENworks11SP1a.iso it is important that you read TID 7009257 in the [Novell Support Knowledgebase](http://www.novell.com/support/search.do?usemicrosite=true&searchString=7009257) (<http://www.novell.com/support/search.do?usemicrosite=true&searchString=7009257>).

3 Before You Install or Upgrade

Before you start installing or upgrading to ZENworks 11 SP1, review the information in the following sections:

- ♦ [Section 3.1, “What’s New,” on page 2](#)
- ♦ [Section 3.2, “Supported Platforms and Installation Instructions,” on page 2](#)
- ♦ [Section 3.3, “Upgrade Prerequisites and Instructions,” on page 2](#)
- ♦ [Section 3.4, “Additional Product Documentation,” on page 2](#)
- ♦ [Section 3.5, “Installation Issues,” on page 3](#)
- ♦ [Section 3.6, “Upgrade Issues,” on page 6](#)

This product contains undocumented utilities that Novell Support might use to diagnose or correct problems.

3.1 What’s New

For detailed information about the new features or enhancements in ZENworks 11 SP1, see the [What’s New](http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bu5sogo.html) (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bu5sogo.html) section in the *Novell ZENworks 11 SP1 Upgrade Guide* (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html).

3.2 Supported Platforms and Installation Instructions

See the *Novell ZENworks 11 SP1 Installation Guide* (<http://www.novell.com/documentation/zenworks11/>).

IMPORTANT: Internet Explorer 9 is not yet supported as a Web browser.

3.3 Upgrade Prerequisites and Instructions

For detailed information on prerequisites and instructions for upgrading Primary Servers, Satellites, and managed devices to ZENworks 11 SP1, see the *Novell ZENworks 11 SP1 Upgrade Guide* (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html).

3.4 Additional Product Documentation

The ZENworks 11 SP1 product documentation has not been localized. Documentation is available in English at the Novell ZENworks 11 SP1 documentation Web site.

This Readme lists the issues specific to ZENworks 11 SP1. For all other ZENworks 11 SP1 documentation, see the *Novell ZENworks 11 SP1 documentation Web site* (<http://www.novell.com/documentation/zenworks11/>).

3.5 Installation Issues

This section contains information about issues that might occur when you install ZENworks 11 SP1.

- ◆ Section 3.5.1, “ZENworks 11 SP1 is bundled with some unsigned ZENworks browser components,” on page 3
- ◆ Section 3.5.2, “Some ZENworks partitions must be fixed in order to work with Configuration Management,” on page 3
- ◆ Section 3.5.3, “Time synchronization causes invalid certificate errors,” on page 4
- ◆ Section 3.5.4, “Command line installation on a Linux server with a Microsoft SQL Server database or Oracle database fails,” on page 4
- ◆ Section 3.5.5, “You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server,” on page 4
- ◆ Section 3.5.6, “Server or Agent installation takes a long time to finish,” on page 4
- ◆ Section 3.5.7, “Unable to install a Primary Server with a user configured to a User Source where SSL is enabled,” on page 5
- ◆ Section 3.5.8, “ZENworks Configuration Management run-level scripts on Linux devices have broken LSB headers,” on page 5
- ◆ Section 3.5.9, “Users can register with a device by using different registration keys without providing administrator credentials,” on page 5

3.5.1 ZENworks 11 SP1 is bundled with some unsigned ZENworks browser components

When you install certain ZENworks browser components, you might encounter a security warning because the components are unsigned.

Workaround: You can ignore the security warning and continue to install the ZENworks components.

3.5.2 Some ZENworks partitions must be fixed in order to work with Configuration Management

If your environment is running the Novell ZENworks Linux Management - Dell Edition and you created ZENworks partitions on your clients, the partition no longer works and the update fails when the partition is booted to update your clients to ZENworks 11 SP1 Configuration Management.

Workaround: Before you install ZENworks 11 SP1 Configuration Management in your environment, create a scripted imaging task and force all ZENworks partitions to run it in preparation to update to Configuration Management.

Create the following script to fix the `/etc/ZUpdate.sig` file in the `initrd` resource file:

```
export PATH=/sbin:/usr/sbin:/bin:/usr/bin:/sbin
mount $ZENDEVICE /mnt/harddisk
cp /mnt/harddisk/boot/loader/initrd /initrd.gz
#make a backup of initrd
cp /mnt/harddisk/boot/loader/initrd /mnt/harddisk/boot/loader/initrd.sav
gunzip /initrd.gz
mount -o loop /initrd /mnt/cdrom
cp /mnt/cdrom/etc/ZUpdate.sig /
dos2unix /ZUpdate.sig
cp /ZUpdate.sig /mnt/cdrom/etc
umount /mnt/cdrom
gzip -v9c /initrd > /mnt/harddisk/boot/loader/initrd
umount /mnt/harddisk
```

3.5.3 Time synchronization causes invalid certificate errors

If time is not synchronized on the network before you install the ZENworks services, you might see invalid certificate errors because the certificates have dates that are in the future and are therefore invalid.

Workaround: Make sure that your network time is synchronized before you install the ZENworks services. Make sure to include ZENworks back-end servers in the synchronization.

3.5.4 Command line installation on a Linux server with a Microsoft SQL Server database or Oracle database fails

During the command line installation of ZENworks 11 SP1 on a Linux server, if you choose to create a Microsoft SQL Server database or an Oracle database then subsequently specify an existing database username, the installation fails at the end.

Workaround: Specify a new database username while creating the database.

3.5.5 You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server

The installer prompts for the first reboot after completing the installation of ZENworks Asset Management. The server prompts for a reboot again to remove any additional packages that might have been installed while installing ZENworks Asset Management.

Workaround: None

3.5.6 Server or Agent installation takes a long time to finish

When you install the ZENworks Server or ZENworks Adaptive Agent on a virtual machine, the installation takes much more time than normal and can appear to hang. This can be caused by the VM operating system not matching the operating system specified during creation of the VM. For example, Windows Vista is selected as the Guest OS for the VM during creation but the actual guest operating system is Windows 7.

Workaround: Allow adequate time for the installation to complete (up to 4 hours).

Workaround: Upgrade your hypervisor software to a version that has a Guest OS that matches the VMs operating system. For example, Windows 7 and Windows Server 2008 R2 (x64) are not natively supported in VMware Workstation versions earlier than 7.0 or ESX/ESXi versions before ESXi 4.0.0 Build 208167.

3.5.7 Unable to install a Primary Server with a user configured to a User Source where SSL is enabled

When you try to add an additional Primary Server by using the administrator user created in the User Source, the installation log file displays the following message:

```
<Message><MessageID><![CDATA[0000]]></
MessageID><MessageString><![CDATA[ConfigureAction failed!:
com.novell.zenworks.datamodel.exceptions.InternalDataModelException:com.novell.zenworks.datamodel.exceptions.UntrustedCertificateException:com.novell.zenworks.datamodel.exceptions.UntrustedCertificateException:javafx.naming.CommunicationException: simple bind failed:<server:port> [Root exception
isjavafx.net.ssl.SSLHandshakeException:
java.security.cert.CertificateException:No trusted certificate found]
```

Workaround: You must use the administrator users created in ZENworks 11 SP1. Users configured in a User Source where SSL is enabled might not be able to add additional Primary Servers to the zone.

For more information on creating a user, see the *ZENworks 11 SP1 System Administration Reference* (http://www.novell.com/documentation/zenworks11/zen11_system_admin/data/bookinfo.html).

3.5.8 ZENworks Configuration Management run-level scripts on Linux devices have broken LSB headers


During the ZENworks Adaptive Agent installation, the `/etc/init.d/jexec` init script file installed by the JRE-1.6.0 package has broken LSB headers.

Workaround: Add the following line as a comment between the `BEGIN INIT INFO` and `END INIT INFO` sections in the `/etc/init.d/jexec` init script file:

```
#Required-Stop:
```

This step skips the error messages that appear while you add or remove init scripts to any run levels by using the `insserv` command.

3.5.9 Users can register with a device by using different registration keys without providing administrator credentials

A user who does not have administrator credentials can register with both Windows and Linux managed devices by using either the  icon or `zac` commands.

Workaround: To enable authentication to log in to the Windows or Linux devices, do one of the following:

- ♦ To enable the authentication on a Windows agent, create an `AUTHENTICATE_ARK` registry string in the `\HKEY_LOCAL_MACHINE\SOFTWARE\Novell\ZCM\` directory and then set the value to `TRUE`.
- ♦ On Linux Satellite servers, add the `AUTHENTICATE_ARK=TRUE` configuration parameter in the `/etc/opt/novell/zenworks/conf/xplatzmd` properties file.

3.6 Upgrade Issues

This section contains information about issues that might occur when you upgrade to ZENworks 11 SP1.

- ♦ Section 3.6.1, “The Scripting policy is not supported by the ZENworks 11 Adaptive Agent,” on page 6
- ♦ Section 3.6.2, “A system update fails on a device,” on page 6
- ♦ Section 3.6.3, “The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP1 Reporting Server.,” on page 7
- ♦ Section 3.6.4, “After upgrading from an older version of ZENworks (10.3 or 11), Discover Applicable Updates fails on newly added devices,” on page 7
- ♦ Section 3.6.5, “The upgrade installer indicates that the upgrade failed even though the upgrade was successful,” on page 7
- ♦ Section 3.6.6, “During an upgrade, running the ZENworks Diagnostic Center in a zone with external databases displays a "Could not establish database connection" error,” on page 7
- ♦ Section 3.6.7, “During upgrade, running ZENworks Diagnostic Center in a Zone with external Sybase installed displays a Mismatch in table 'PATCHPACKAGE' structure error.,” on page 8
- ♦ Section 3.6.8, “After upgrade, the silentappupgrade.properties file containing sensitive database information is visible to all users,” on page 8
- ♦ Section 3.6.9, “A warning message is displayed while upgrading to ZENworks 11 SP1 on a Windows server that has Cumulative Agent Patch installed,” on page 8
- ♦ Section 3.6.10, “On a Linux device, remote OEM Sybase database upgrade fails if the database is located in a non-default location,” on page 8
- ♦ Section 3.6.11, “On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP1 media-based upgrade.,” on page 9

3.6.1 The Scripting policy is not supported by the ZENworks 11 Adaptive Agent

ZENworks 11 SP1 Endpoint Security Management includes a new Scripting policy. The Scripting policy is not supported on devices running the ZENworks 11 Adaptive Agent.

If, after you upgrade your ZENworks 11 Server to 11 SP1, you create a Scripting policy and publish it to users or devices, any device that is running the ZENworks 11 Adaptive Agent does not apply the Scripting policy. The policy is listed on the agent’s *Policies* tab, but the information is incomplete.

Workaround: Update the agent to ZENworks 11 SP1 Adaptive Agent.

3.6.2 A system update fails on a device

A system update of the ZENworks Adaptive Agent might fail if you have an antivirus application running on the device you are attempting to update.

Workaround: Prior to deploying the system update refer to your antivirus documentation and make the required configuration changes to allow exclusions.

For more information, see [TID 7007545 \(http://www.novell.com/support/\)](http://www.novell.com/support/)

3.6.3 The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP1 Reporting Server.

In a custom report, if you add a hyperlink that refers to a predefined report using the report ID, the hyperlink does not work after you upgrade to ZENworks 11 SP1 Reporting Server.

Workaround: After you upgrade to ZENworks 11 SP1 Reporting Server, you need to edit the hyperlink to refer to the same predefined report. To avoid this issue, it is a good practice to add hyperlinks using report names instead of report IDs. For more information on how to create hyperlinks using report names, see the [BusinessObjects Enterprise documentation \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf).

3.6.4 After upgrading from an older version of ZENworks (10.3 or 11), Discover Applicable Updates fails on newly added devices

After you upgrade from an older version of ZENworks (10 SP3 or 11), Discover Applicable Updates (DAU) might fail on newly added devices until the next patch management subscription is updated. After the DAU bundle is updated by the subscription and the version is incremented, these issues are resolved. This issue does not impact the existing 10.x or 11 agents because they already have the `analyze.exe` module and should be able to continue to execute the old DAU. They will then receive an updated patch agent when the subscription service updates the DAU bundle.

3.6.5 The upgrade installer indicates that the upgrade failed even though the upgrade was successful

During the upgrade from ZENworks Configuration Management 10.3.x or ZENworks 11 to ZENworks 11 SP1, if any errors occur, they are listed in the `50110100001e69ca2ccb2865b42bf7b3` log folder. This folder can be accessed from the following locations:

- ♦ On Linux: `/var/opt/novell/log/zenworks/system-update/`
- ♦ On Windows: `<ZENworks_Home>\logs\system-update\`

After you resolve the errors and run the upgrade installer again, the earlier error log is not deleted. Therefore, even though the upgrade is successful, an upgrade failure message is displayed.

Workaround: After you resolve the errors, delete the error log folder or rename it before you run the upgrade installer again.

3.6.6 During an upgrade, running the ZENworks Diagnostic Center in a zone with external databases displays a "Could not establish database connection" error

During the upgrade process, when you run ZENworks Diagnostic Center to verify the database schema of an external database, the following error message is displayed: `Could not establish database connection.`

Workaround: Run the ZENworks Diagnostic Center tool with the `-d check` option:

- ♦ On Windows: `zdc_zen11.bat -d check`
- ♦ On Linux: `./zdc_zen11 -d check`

For more information, refer to the [ZENworks 11 SP1 Upgrade Guide \(http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html\)](http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html).

3.6.7 During upgrade, running ZENworks Diagnostic Center in a Zone with external Sybase installed displays a Mismatch in table 'PATCHPACKAGE' structure error.

During the upgrade process, when you run ZENworks Diagnostic Center to verify the database schema of an external Sybase database, the following error message is displayed: *Mismatch in table 'PATCHPACKAGE' structure.*

Workaround: None. You can ignore this error message.

3.6.8 After upgrade, the silentappupgrade.properties file containing sensitive database information is visible to all users

After the upgrade from ZENworks Virtual Appliance 10.3.x to ZENworks Virtual Appliance 11 SP1, the `silentappupgrade.properties` file that contains sensitive upgrade information such as the database password, is visible to all users having an account on ZENworks Appliance. This file is present in the `/usr/share/ZCMInstaller/Upgrade/Disk1` location for ZENworks Virtual Appliance 11 SP1 and in the `/var/opt/novell/zenworks/ZCMInstaller/Upgrade/Disk1` location for ZENworks Virtual Appliance 10.3.x.

Workaround: After performing the upgrade, you can do one of the following actions:

1. Delete the `silentappupgrade.properties` file.
2. Restrict the access to the `silentappupgrade.properties` file such that it is visible only to the root user of the ZENworks Appliance.

3.6.9 A warning message is displayed while upgrading to ZENworks 11 SP1 on a Windows server that has Cumulative Agent Patch installed

While upgrading from ZENworks Configuration Management 10.3.x or 11 to ZENworks 11 SP1, a warning message is displayed for files that have been copied previously as a part of a Cumulative Agent Patch. This is because, when you download a file on a Windows device, a flag is set for the file indicating that it is not secured. When the files are extracted using the Windows's extractor, the flag is set for all the extracted files.

Workaround: Before upgrading to ZENworks 11 SP1, unblock each file on the server that has already applied the Cumulative Agent Patch. For more information on how to unblock the files, see [TID 7009076 \(http://www.novell.com/support/\)](http://www.novell.com/support/)

3.6.10 On a Linux device, remote OEM Sybase database upgrade fails if the database is located in a non-default location

On a Linux device, if you choose to upgrade an OEM Sybase database that is not located in the default location (`/opt/novell/zenworks/database`), the upgrade fails with the following error message:

```
<![CDATA[java.lang.IllegalArgumentException: Parameter 'directory' is not a
directory
  at org.apache.commons.io.FileUtils.listFiles(FileUtils.java:207)
  at org.apache.commons.io.FileUtils.listFiles(FileUtils.java:292)
  at
com.novell.zenworks.configure.actions.UpgradeSybaseDBConfigureAction.configure
(UpgradeSybaseDBConfigureAction.java:94)
  at
```



```
com.novell.zenworks.configure.ZENworksConfigure.execConfigAction(ZENworksConfigure.java:1549)
    at
com.novell.zenworks.install.customcode.configure.BaseZenConfigAction.install(BaseZenConfigAction.java:60)
    at com.zerog.ia.installer.actions.CustomAction.installSelf(DashoA10*..)
    at ZeroGaei.run(DashoA10*..)
```

Workaround: See [TID 7009199](http://www.novell.com/support) (<http://www.novell.com/support>)

3.6.11 On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP1 media-based upgrade.

While upgrading a Linux device from ZENworks 11 to ZENworks 11 SP1 the LPMSystemUpdateConfigureAction fails, displaying an error.

Workaround: Perform the following steps:

- 1 Navigate to the configure script file in the following location: `/opt/novell/zenworks/bin`.
- 2 Modify the last line in the file from `Xms64m -Xmx256m` to `-Xms64m -Xmx512m`.
- 3 Rename the system update log folder (`50110100001e69ca2ccb2865b42bf7b3`). This folder can be accessed from the following location: `/var/opt/novell/log/zenworks/system-update/`
- 4 Run the upgrade again.

4 Operational Known Issues

This section contains information about ZENworks 11 issues that might occur while you work with ZENworks 11 SP1:

- ◆ [Section 4.1, “General Issues,” on page 10](#)
- ◆ [Section 4.2, “AdminStudio,” on page 11](#)
- ◆ [Section 4.3, “Asset Inventory,” on page 12](#)
- ◆ [Section 4.4, “Asset Management,” on page 13](#)
- ◆ [Section 4.5, “Bundles,” on page 14](#)
- ◆ [Section 4.6, “Endpoint Security Management,” on page 14](#)
- ◆ [Section 4.7, “Imaging,” on page 17](#)
- ◆ [Section 4.8, “Intel Active Management Technology,” on page 17](#)
- ◆ [Section 4.9, “Linux Package Management,” on page 18](#)
- ◆ [Section 4.10, “Locations,” on page 18](#)
- ◆ [Section 4.11, “Logging In,” on page 19](#)
- ◆ [Section 4.12, “Patch Management,” on page 19](#)
- ◆ [Section 4.13, “Personality Migration,” on page 20](#)
- ◆ [Section 4.14, “Policies,” on page 21](#)
- ◆ [Section 4.15, “Remote Management,” on page 22](#)
- ◆ [Section 4.16, “Reporting,” on page 22](#)
- ◆ [Section 4.17, “Satellites,” on page 28](#)

- ♦ [Section 4.18, “ZENworks Adaptive Agent,” on page 29](#)
- ♦ [Section 4.19, “Zman,” on page 29](#)

4.1 General Issues

This section contains information about the general issues that might occur while you work with ZENworks 11 SP1.

- ♦ [Section 4.1.1, “Keyboard support for selecting an application on the toolbar is not available,” on page 10](#)
- ♦ [Section 4.1.2, “ZENworks settings might not be immediately applied to the devices,” on page 10](#)
- ♦ [Section 4.1.3, “Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception,” on page 10](#)
- ♦ [Section 4.1.4, “Calculating the Web application usage differs for Internet Explorer and Firefox browsers,” on page 11](#)

4.1.1 Keyboard support for selecting an application on the toolbar is not available

By default, Windows does not provide the keyboard support for the toolbar.

Workaround: Enable the accessibility options in Windows and use the Accessibility Wizard to enable mouse key settings. After you do this, mouse functions are controlled by using the numeric keypad.

4.1.2 ZENworks settings might not be immediately applied to the devices

The settings that you configure at the zone, in device folders, or on individual devices by using ZENworks Control Center or the zman commands might be applied to the devices after approximately 10 minutes.

Workaround: If you want the settings to be applied to the devices immediately after you configure them, manually run the following command on each managed device for which you have configured the settings:

```
zac ref bypasscache
```

4.1.3 Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception

If ZENworks Control Center is opened in multiple browsers and you choose to perform an operation on an object in one browser when the same object is being modified or accessed in the other browser, an exception might occur.

For example, an error might occur if you update an object in one session of ZENworks Control Center when the same object has been deleted in another session of ZENworks Control Center.

Workaround: None.

4.1.4 Calculating the Web application usage differs for Internet Explorer and Firefox browsers

If you open multiple tabs in a Firefox browser, only the tab that is currently being viewed or that has input focus is monitored for usage. The tabs that are not in active usage are not monitored.

In Internet Explorer, the run-time usage is calculated for all open tabs, whether they are in active usage or not.

4.2 AdminStudio

This section contains information about issues that might occur with the Standard Edition of AdminStudio 10 SP2.

- ♦ [Section 4.2.1, “Unable to install AdminStudio 10 SP2 on a 64-bit Windows XP SP2 device,” on page 11](#)
- ♦ [Section 4.2.2, “Auto upgrade of AdminStudio 10 to AdminStudio 10 SP2 fails on a device if the ZENworks Migration Utility was installed after installing AdminStudio 10,” on page 11](#)

4.2.1 Unable to install AdminStudio 10 SP2 on a 64-bit Windows XP SP2 device

When you try to install AdminStudio 10 on a 64-bit Windows XP SP2 device, the following error message is displayed:

```
The system administrator has set policies to prevent this installation.
```

Workaround: To enable the installation of AdminStudio 10, perform the following steps:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Local Security Policy*.
- 2 In the left pane, right-click *Software Restriction Policies* and select *New Software Restriction Policy*.
- 3 Click *Software Restriction Policies*.
Enforcement is displayed in the right pane.
- 4 Double-click *Enforcement* and apply the software restriction policy to *All software files* and *All users except local administrators*.
- 5 Restart the device.

4.2.2 Auto upgrade of AdminStudio 10 to AdminStudio 10 SP2 fails on a device if the ZENworks Migration Utility was installed after installing AdminStudio 10

If you install the ZENworks Migration Utility on a device that has AdminStudio 10 installed, the upgrade from AdminStudio 10 to 10 SP2 fails, displaying the following error message:

```
Admin Studio or Standalone Repackager must be installed to run this update.The setup will now exit
```

Workaround: See [TID 7009191 \(http://www.novell.com/support/\)](http://www.novell.com/support/).

4.3 Asset Inventory

This section contains information about issues that might occur when you use Asset Inventory.

- ♦ [Section 4.3.1, “KB Merge failure might occur when Primary Servers are on different operating systems,” on page 12](#)

4.3.1 KB Merge failure might occur when Primary Servers are on different operating systems

If there are multiple types of operating systems in an environment and if one Primary Server is on Windows and another Primary Server is on Linux, KB Merge might not finish in some cases. You see the following error message in ZENworks Control Center:

An error occurred during the KB Merge. If this problem persists, please contact Technical Support.

Workaround: If the first Primary Server is on Windows and the second Primary Server is on Linux, modify the pathnames for the second Primary Server:

- 1 On the Linux Primary Server, go to `var/opt/novell/zenworks/tmp/kb/pre`.
- 2 Rename the following files by removing the `C:\Program Files (x86)\Novell\ZENworks\conf\pru\` path:

Change Filename from	Change Filename to
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\ship.kb</code>	<code>ship.kb</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\pruver.tkb</code>	<code>pruver.tkb</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\iv.kb</code>	<code>iv.kb</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProduct.txt</code>	<code>LC_TallyProduct.txt</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProductMap.txt</code>	<code>LC_TallyProductMap.txt</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProductSuite.txt</code>	<code>LC_TallyProductSuite.txt</code>
<code>C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProductSuiteMap.txt</code>	<code>LC_TallyProductSuiteMap.txt</code>

- 3 To trigger the KB Merge process in ZENworks Control Center, select *Configuration > Asset Inventory > Local Software Products*.
- 4 Select the products, click *Action*, then select *Update knowledgebase with Local Product Changes* to apply the changes.

Workaround: If the first Primary Server is on Linux and the second Primary Server is on Windows, modify the pathnames for the second Primary Server:

- 1 In the Windows Primary Server, go to `zenworks install path\novell\zenworks\temp\kb\pre`.
- 2 Rename the following files by removing the `/etc/opt/novell/zenworks/pru/` path:

Change Filename from	Change Filename to
<code>/etc/opt/novell/zenworks/pru/ship.kb</code>	<code>ship.kb</code>
<code>/etc/opt/novell/zenworks/pru/pruver.tkb</code>	<code>pruver.tkb</code>
<code>/etc/opt/novell/zenworks/pru/iv.kb</code>	<code>iv.kb</code>
<code>/etc/opt/novell/zenworks/pru/LC_TallyProduct.txt</code>	<code>LC_TallyProduct.txt</code>
<code>/etc/opt/novell/zenworks/pru/LC_TallyProductMap.txt</code>	<code>LC_TallyProductMap.txt</code>
<code>/etc/opt/novell/zenworks/pru/LC_TallyProductSuite.txt</code>	<code>LC_TallyProductSuite.txt</code>
<code>/etc/opt/novell/zenworks/pru/LC_TallyProductSuiteMap.txt</code>	<code>LC_TallyProductSuiteMap.txt</code>

- 3 To trigger the KB Merge process in ZENworks Control Center, select *Configuration > Asset Inventory > Local Software Products*.
- 4 Select the products, click *Action*, then select *Update knowledgebase with Local Product Changes* to apply the changes.

4.4 Asset Management

This section contains information about issues that might occur when you use Asset Management.

- ◆ [Section 4.4.1, “Migrating ZENworks 7.5 Asset Management objects to ZENworks 11 SP1 Configuration Management connected to an Oracle database fails,” on page 13](#)

4.4.1 Migrating ZENworks 7.5 Asset Management objects to ZENworks 11 SP1 Configuration Management connected to an Oracle database fails

If the ZENworks Asset Management 7.5 zone is connected to an Oracle database, migration of ZENworks Asset Management 7.5 objects to ZENworks 11 SP1 Asset Management fails with an authentication error if the Oracle Client version is 10.2.0.x.

Workaround: Do one of the following before migrating the objects:

- ◆ Upgrade the Oracle 10.2.0.x client to Oracle 11.2.0.
- ◆ Downgrade the Oracle 10.2.0.x client to Oracle 10.1.0.2.

For more information, see [TID 7006490 \(http://www.novell.com/support/\)](http://www.novell.com/support/).

4.5 Bundles

This section contains information about issues that might occur when you use bundles in ZENworks Configuration Management.

- ◆ [Section 4.5.1, “Content Replication settings of a bundle are not effective for the sandbox and older versions of the bundle,” on page 14](#)

4.5.1 Content Replication settings of a bundle are not effective for the sandbox and older versions of the bundle

The Content Replication settings of a bundle are applied only to the published version of a bundle. However, the sandbox and older versions of the bundle have the settings applied at the folder level or the zone level (in that order).

Workaround: To enable all the versions of a bundle to have the same Content Replication settings, do one of the following:

- ◆ Override the settings at the folder or the zone level. However, this affects all the bundles within the folder or zone.
- ◆ Move the bundle to a folder and override the settings at the folder level. However, this affects all the bundles within the folder.

4.6 Endpoint Security Management

This section contains information about issues that might occur when you use ZENworks Endpoint Security Management.

- ◆ [Section 4.6.1, “Forcing an immediate update of Endpoint Security zone settings,” on page 14](#)
- ◆ [Section 4.6.2, “Access denied to RSD when a decryption password is not entered,” on page 15](#)
- ◆ [Section 4.6.3, “Intermittent crash when creating diagnostic package on Windows 7 64-bit devices,” on page 15](#)
- ◆ [Section 4.6.4, “Path-based exceptions for Windows Firewall are not working,” on page 15](#)
- ◆ [Section 4.6.5, “Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent,” on page 16](#)
- ◆ [Section 4.6.6, “Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs,” on page 16](#)

4.6.1 Forcing an immediate update of Endpoint Security zone settings

By default, Management Zone settings are cached on the ZENworks Server and the cache is updated every 10 minutes. Because of this, if a change is made to a zone setting, devices don't receive the changes until the next cache update, which might be as long as 10 minutes.

For ZENworks Endpoint Security Management, the following are stored as zone settings:

- ◆ Location and network environment settings
- ◆ Zone security policies
- ◆ Effective policy report settings
- ◆ Data encryption keys

If you change any of these settings and you want to apply them immediately to a device, you must use the `zac` command line utility on the device to bypass the ZENworks Server cache and retrieve the new settings. To do so, run the following command on the device:

```
zac ref general bypasscache
```

4.6.2 Access denied to RSD when a decryption password is not entered

If the Data Encryption policy that is applied to a device is configured to require a decryption password, the decryption password applies to both Safe Harbor folders and removable storage devices. The password must be entered before either a Safe Harbor or removable storage device can be used.

The decryption password prompt is displayed at Windows startup. If a USB device is inserted before the device's user enters the decryption password and the user attempts to access the device, access is denied. The device becomes accessible only after the user enters the decryption password.

4.6.3 Intermittent crash when creating diagnostic package on Windows 7 64-bit devices

A Windows crash sometimes occurs the first time a diagnostics package is created on a Windows 7 64-bit device. This is caused by a Windows 7 64-bit issue. This crash is intermittent and does not occur on all machines.

Workaround: The crash only occurs the first time a diagnostics package is created. Reboot the machine and create the diagnostics package again.

4.6.4 Path-based exceptions for Windows Firewall are not working

After enforcement of a Data Encryption policy on a Windows XP/Vista/7 device, Windows XP and Windows Vista users are unable to add new path-based exceptions to the Windows Firewall through the Windows Firewall interface. For Windows XP/Vista/7, all path-based exceptions that existed on devices prior to enforcement of the Data Encryption policy no longer work.

Workaround: To add new path-based exceptions on Windows XP and Windows Vista:

- 1 In the Windows registry, locate the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc
```

- 2 Locate the `ReparseExclusions` value.

This is a `REG_MULTI_SZ` value that is prepopulated with the following string:

```
\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE
```

- 3 To add another application, double-click the `ReparseExclusions` value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.
- 5 Add the applications through the Windows Firewall interface.

Workaround: To enable existing path-based exceptions to work on Windows XP/Vista/7:

- 1 In the Windows registry, locate the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc

- 2 Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is prepopulated with the following string:

\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE

- 3 To add an application already defined as an exception in the Windows Firewall, double-click the Re parse Exclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.

4.6.5 Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent

After you remove the ZENworks Adaptive Agent from a device, a Windows component (such as WiFi, 1394 firewire, or modem) that was disabled by a security policy continues to be disabled.

Workaround: Remove the security policy prior to uninstalling the agent. As an alternative, after uninstalling the agent, use Windows Device Manager to enable the component.

4.6.6 Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs

If you apply a Data Encryption policy to a tablet PC that uses the Dell ControlPoint Security Manager, the device fails to reboot to the operating system.

The issue resides with the Dell ControlPoint Security Manager driver's (*WavxDMgr.sys*) excessive utilization of the file system stack. The same result is likely to occur with any file system filter driver that uses name resolution and is loaded after the Security Manager driver.

The Dell ControlPoint Security Manager provides the following features for the tablet PC: Dell ControlVault, Dell ControlPoint Security Manager, TPM7 1.2, and Optional Smart Card Reader (via Express Card slot through Dell S&P).

Workaround: Novell has requested Dell and Wave Systems to address the *WavxDMgr.sys* driver's utilization of the stack. Currently, the only workaround is to remove the *WavxDMgr.sys* driver.

- 1 In the device's Windows registry, go to
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\WavxDMgr, then disable the *WavxDMgr.sys* driver by setting the Start value to 4.

If you cannot boot the device in Normal mode to access the Windows registry, boot the device in Safe mode.

- 2 After disabling the driver, reboot the device in Normal mode.
- 3 Uninstall the Dell ControlPoint Security Software via Add/Remove Programs.

4.7 Imaging

This section contains information about issues that might occur when you use Imaging in ZENworks Configuration Management.

- ♦ [Section 4.7.1, “ISD is removed when the collection mode is turned off on RHEL 6 platforms,” on page 17](#)

4.7.1 ISD is removed when the collection mode is turned off on RHEL 6 platforms

On RHEL 6 platforms, when the collection mode is turned off, ISD is removed.

Workaround: On RHEL 6 platforms, the collection mode should always be enabled.

4.8 Intel Active Management Technology

This section contains information about issues that might occur when you use Intel AMT in ZENworks Configuration Management.

- ♦ [Section 4.8.1, “An Intel AMT device is not discovered even after entering correct credentials,” on page 17](#)
- ♦ [Section 4.8.2, “Unable to provision, unprovision, delete, or search an iAMT device through a search filter,” on page 17](#)

4.8.1 An Intel AMT device is not discovered even after entering correct credentials

When you enter the credentials on an Intel AMT device during provisioning, the device is sometimes not discovered.

Workaround: To ensure that the device is discovered, use the following steps to reprovision the device:

- 1 Unprovision the device, then disable Remote Configuration.
- 2 Save the changes, then restart the device.
- 3 After the device has restarted, go to the BIOS screen, then enable Remote Configuration.
- 4 Enter the credentials, then provision the device.
- 5 Verify if the device is being discovered. Repeat [Step 1](#) through [Step 5](#) to reprovision the device until the device is discovered.

4.8.2 Unable to provision, unprovision, delete, or search an iAMT device through a search filter

If you restart the Novell ZENworks Loader Service while provisioning, unprovisioning, deleting, or searching an Intel AMT device through a search filter, the status of the device becomes suspended.

Workaround: Remove the Intel AMT device by unprovisioning it:

- 1 In ZENworks Control Center, click *Devices*.
- 2 Click *Discovered*.
- 3 Click the *Intel AMT Devices* link to view all the discovered Intel AMT devices.
- 4 Select an Intel AMT device that you want to provision, then click *Action > Unprovision*.

- 5 If you want to delete the Intel AMT device after unprovisioning fails, select the *Delete the device if unprovisioning fails* check box.
- 6 Click *OK*.

If you want to provision an Intel AMT device, you must configure it.

For more information on how to configure an AMT device, see the *Novell ZENworks 11 SP1 Out-Of-Band Management Guide* (http://www.novell.com/documentation/zenworks11/zen11_outofband_mgmt/data/bookinfo.html)

4.9 Linux Package Management

This section contains information about issues that might occur when you use Linux Package Management in ZENworks Configuration Management.

- ♦ [Section 4.9.1, “The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices,” on page 18](#)
- ♦ [Section 4.9.2, “Unable to replicate a ZLM Subscription on a ZENworks Server,” on page 18](#)

4.9.1 The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices

The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices.

Workaround: None.

4.9.2 Unable to replicate a ZLM Subscription on a ZENworks Server

After you delete a bundle that was created by replicating a ZLM Subscription with the *Retain BundleGUID* option selected, if you choose to immediately replicate the ZLM Subscription again with the *Retain BundleGUID* option selected, the replication might fail.

Workaround: Wait for at least 15 minutes before you start replicating the ZLM Subscription again.

4.10 Locations

This section contains information about issues that might occur when you work with locations and network environments in ZENworks 11 SP1.

- ♦ [Section 4.10.1, “The ZENworks Database must be up and running before the ZENworks Server Service starts,” on page 18](#)
- ♦ [Section 4.10.2, “Cannot use “-” to specify the IP address range when creating or editing a network environment by using the Client IP Address network service.,” on page 19](#)

4.10.1 The ZENworks Database must be up and running before the ZENworks Server Service starts

The ZENworks database must be up and running before the ZENworks Server Service starts so that the ZENworks Location Web Service can acquire a reference to a valid service to the database.

4.10.2 Cannot use “-” to specify the IP address range when creating or editing a network environment by using the Client IP Address network service.

When you create or edit a network environment by using the Client IP Address network service, if you use “-” to indicate the IP address range, the network environment is successfully created. However, the specified range of IP addresses is not transferred to the agent device.

Workaround: You need to specify the IP address range by using the standard CIDR notation. For example, 123.45.167.100/24.

4.11 Logging In

This section contains information about issues that might occur when logging in to various locations in ZENworks 11 SP1.

- ◆ [Section 4.11.1, “The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name,” on page 19](#)

4.11.1 The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name

A Microsoft security fix (see Microsoft Knowledge Base article [312461 \(http://support.microsoft.com/default.aspx/kb/312461\)](http://support.microsoft.com/default.aspx/kb/312461)) disallows certain characters in DNS names by not returning cookies when those characters are used in the server’s name. Without cookies being returned, state information cannot be preserved across HTML requests, so the user cannot log in to ZENworks Control Center.

The only characters allowed for DNS names in Windows are the alphabetical characters (a-z), numbers, and the hyphen. For example, you cannot use an underscore character. Use a hyphen instead.

This issue does not occur with the Mozilla Firefox browser, even when it is runs on Windows.

Workarounds:

- ◆ Reference the IP address instead of its DNS name.
- ◆ Reference a valid DNS name for the IP address the server is using. For example, your server name might be A_Server.mycompany.com, but the DNS registration for the IP address might be Aserver.mycompany.com, which does work.
- ◆ If you only use Internet Explorer to run ZENworks Control Center, do not use underscores in your server names.

4.12 Patch Management

This section contains information about issues that might occur when you use ZENworks 11 SP1 Patch Management.

- ◆ [Section 4.12.1, “Windows Installer might need to be updated for some patches,” on page 20](#)
- ◆ [Section 4.12.2, “Enabling or disabling a custom patch in ZENworks Control Center fails with an exception,” on page 20](#)

- ◆ [Section 4.12.3, “Registration of a device with Red Hat Network \(RHN\) fails,”](#) on page 20
- ◆ [Section 4.12.4, “If ZENworks Patch Management is disabled and you try to activate the trial mode, then the following error message is displayed: "Error: Key cannot be validated. Please check and try again.”](#) on page 20

4.12.1 Windows Installer might need to be updated for some patches

Deployment of certain .NET patches might require that you use the latest Windows Installer. Otherwise, you can receive errors when deploying those patches.

Workaround: Prior to deploying .NET patches, verify whether a Windows Installer version is a prerequisite. If necessary, create a bundle to deploy the latest Windows Installer (version 3.1 or later) to your systems. Windows Installers are available from [Microsoft \(http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en\)](http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en).

4.12.2 Enabling or disabling a custom patch in ZENworks Control Center fails with an exception

Enabling or disabling a custom patch in ZENworks Control Center fails with an exception

Workaround: Disabling and enabling custom patches is currently not supported. The custom patches are enabled by default. If you do not require a custom patch, delete it.

4.12.3 Registration of a device with Red Hat Network (RHN) fails

If the registration of a device with Red Hat Network fails, the patches are marked as *cached* even though the rpm files were not downloaded.

Workaround: You need to ensure that you have valid RHN credentials with entitlement and subscriptions for the type of device you are trying to patch.

4.12.4 If ZENworks Patch Management is disabled and you try to activate the trial mode, then the following error message is displayed: "Error: Key cannot be validated. Please check and try again."

Workaround: When you disable ZENworks Patch Management during the Installation or Trial period, you need to have a valid activation code to re-enable ZENworks Patch Management. The activation code serial numbers can be obtained by clicking the *Get Activation Code* button in the [ZENworks Patch Management 11 \(http://download.novell.com/Download?buildid=H36dnye3YHw~\)](http://download.novell.com/Download?buildid=H36dnye3YHw~) download page.

4.13 Personality Migration

This section contains information about issues that might occur when you use Personality Migration in ZENworks Configuration Management.

- ◆ [Section 4.13.1, “A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application,”](#) on page 21
- ◆ [Section 4.13.2, “Unable to install a printer on the destination device,”](#) on page 21

- ♦ [Section 4.13.3, “Unable to store or apply a PNP file on authenticated network shares,” on page 21](#)
- ♦ [Section 4.13.4, “Direct Migration fails on devices that have ZENworks Agent installed,” on page 21](#)

4.13.1 A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application

If you choose to use the *Advanced File Options* to span the content to multiple files while saving the settings and data to a `.pnp` file, you must specify a password in the *Password to encrypt the PNP file* option.

Workaround: None

4.13.2 Unable to install a printer on the destination device

Unable to install a printer on the destination device

Workaround: Before migrating the printer settings from the source device to the destination device:

- 1 Create a directory named `PrinterDrivers` on any of the logical drives, such as C:, D:, or E:.
- 2 Download and copy the unzipped driver to the `PrinterDrivers` directory.

4.13.3 Unable to store or apply a PNP file on authenticated network shares

When you create bundles by using the *Store Personality* or *Apply Personality* actions, the bundles always run as a dynamic administrator. The dynamic administrator does not have the Read or Write access to the authenticated network shares, and therefore cannot store or apply a PNP file from authenticated network shares.

Workaround: To store and apply personalities, the user group *Everyone* should have Write and Read access to the shared location when you create bundles by using the *Store Personality* and *Apply Personality* actions.

4.13.4 Direct Migration fails on devices that have ZENworks Agent installed

Workaround: Disable the Windows firewall on the source and destination devices for the duration during which Direct Migration is performed.

4.14 Policies

This section contains information about the issues that might occur when you use ZENworks 11 SP1 Policy Management.

- ♦ [Section 4.14.1, “Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server,” on page 22](#)
- ♦ [Section 4.14.2, “Content Replication settings of a policy are not effective for the sandbox and older versions of the policy,” on page 22](#)

4.14.1 Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server

Creating roaming profiles on a Windows 2008 R2 shared location is not supported for Windows managed devices. If you try accessing the roaming profile, Windows automatically logs in to a local or temporary profile.

Workaround: None.

4.14.2 Content Replication settings of a policy are not effective for the sandbox and older versions of the policy

The Content Replication settings of a policy are applied only to the published version of a policy. However, the sandbox and older versions of the policy have the settings applied at the folder level or the zone level (in that order).

Workaround: To enable all the versions of a policy to get the same Content Replication settings, do one of the following:

- ♦ Override the settings at the folder or the zone level. However, this affects all the policies within the folder or zone.
- ♦ Move the policy to a folder and override the settings at the folder level. However, this affects all the policies within the folder.

4.15 Remote Management

This section contains information about issues that might occur when you use the Remote Management feature in ZENworks Configuration Management.

- ♦ [Section 4.15.1, “On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails,” on page 22](#)

4.15.1 On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails

If you remotely connect to a managed device through Remote Desktop Connection (RDP), then download and install the ZENworks Adaptive Agent, the installation does not complete and the Remote Desktop Connection program stops working.

Workaround: To fix the issue, download the patch from the [Microsoft Support Web site \(http://support.microsoft.com/kb/952132\)](http://support.microsoft.com/kb/952132) and install it on the managed device.

4.16 Reporting

The ZENworks Reporting solution is based on BusinessObjects Enterprise XI 3.1 Service Pack 3 (SP3). This section contains issues that might occur when you use ZENworks Reporting. To troubleshoot other error messages that you might encounter while you work with BusinessObjects Enterprise XI 3.1 SP3, see the [BusinessObjects XI documentation Web site \(http://help.sap.com/businessobject/product_guides/\)](http://help.sap.com/businessobject/product_guides/).

- ♦ [Section 4.16.1, “Unable to launch the ZENworks Reporting Server InfoView after the session has expired,” on page 23](#)
- ♦ [Section 4.16.2, “Unable to launch the ZENworks Reporting Server InfoView,” on page 23](#)

- ◆ Section 4.16.3, “The Report Engine Server fails to initialize after installing ZENworks Reporting Server,” on page 24
- ◆ Section 4.16.4, “ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2,” on page 25
- ◆ Section 4.16.5, “The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5,” on page 25
- ◆ Section 4.16.6, “If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication,” on page 25
- ◆ Section 4.16.7, “ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features,” on page 25
- ◆ Section 4.16.8, “ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails,” on page 25
- ◆ Section 4.16.9, “The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP1,” on page 26
- ◆ Section 4.16.10, “The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale,” on page 26
- ◆ Section 4.16.11, “Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64,” on page 27
- ◆ Section 4.16.12, “Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser,” on page 27
- ◆ Section 4.16.13, “The Installdirectory action for bundles does not upload empty directories on the managed device.,” on page 27

4.16.1 Unable to launch the ZENworks Reporting Server InfoView after the session has expired

You might encounter the following error message when the ZENworks Reporting Server InfoView session expires:

```
Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)
```

Workaround: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

4.16.2 Unable to launch the ZENworks Reporting Server InfoView

Unable to launch the ZENworks Reporting Server InfoView.

This problem might occur if the Central Management Server failed to start. The following error message is displayed in the %ZENWORKS_HOME%\logs\zcc.log file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotF
oundInDirectory: Server <Server_name>:6400 not found or server may be down
(FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
```

Workaround 1: See the [Business Objects Board forum \(http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5\)](http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5).

Workaround 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

4.16.3 The Report Engine Server fails to initialize after installing ZENworks Reporting Server

The following error message is displayed when the Report Engine Server fails to initialize:

```
Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)
```

This problem might occur when the Administrator tries to run the Web Intelligence Report (WEBi).

Workaround 1: Do the following:

- 1 Log out from the ZENworks Reporting Server InfoView.
- 2 Delete the cookies from your browser.
- 3 Close all browser instances.
- 4 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

Workaround 2: If the error message is displayed even after deleting the browser cookies.

On Windows: Restart the Server Intelligence Agent:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.

On Linux: Restart the BusinessObjects Enterprise services:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a *root* user:

```
/etc/init.d/BobjEnterprise120 stop
```
- 2 Wait 2 to 3 minutes for all the services to stop.
- 3 Start the BusinessObjects Enterprise services by running the following command as a *root* user:

```
/etc/init.d/BobjEnterprise120 start
```
- 4 Wait 2 to 3 minutes for all the services to start.

4.16.4 ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2

ZENworks Reporting might not contain a reference to users that were created by using the ZENworks 10 Configuration Management SP2 user source. Therefore, ZENworks Reporting fails when you log in to ZENworks Control Center by using an administrator account (such as Administrator@windowdomain.com) created in ZENworks Configuration Management 10 SP2.

Workaround: On the ZENworks Reporting Server, use the following command to create users for the administrator account that was created by using the ZENworks 10 Configuration Management SP2 user source:

```
zman rpau complete_user_name
```

Replace the *complete_user_name* with the administrator account, such as Administrator@windowdomain.com.

4.16.5 The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5

If you launch the ZENworks Reporting Server InfoView in Firefox 3.5, and you select *New Window* as the target window in the Create Hyperlink dialog box while linking a ZENworks Report to a User Details Report, the User Details Report data is not displayed in the new browser window.

Workaround: While linking a ZENworks Report to a User Details Report in a Firefox 3.5 browser, select *Current Window* as the target window in the Create Hyperlink dialog box.

4.16.6 If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

Workaround: See TID 7006288 at [Novell Support \(http://www.novell.com/support/microsites/microsite.do\)](http://www.novell.com/support/microsites/microsite.do).

4.16.7 ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features

The following features of BusinessObjects XI 3.1 SP3 are not supported in ZENworks Reporting Server:

- ◆ Encyclopedia
- ◆ Crystal Reports
- ◆ My Dashboard

4.16.8 ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails

If the IP Helper service is running on a Windows Server 2008 R2 device, the ZENworks Reporting Server installation fails.

Workaround: Disable the IP Helper service:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Services*.
- 2 Right-click *IP Helper*, then select *Properties*.
- 3 In the *Startup Type* drop-down list, select *Disabled*.
- 4 Click *Apply*, then restart the device.
- 5 Install ZENworks Reporting Server.

For more information on installing the ZENworks Reporting Server, see the [Reporting Server Installation Guide](http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html) (http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html).

4.16.9 The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP1

In the ZENworks Reporting Server InfoView, when you run a custom report for the Launch Status object under the Bundles and Policies folder created in ZENworks 10 Configuration Management SP3 in ZENworks 11 SP1, you might encounter the following error:

some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 00001)

Workaround: Click *OK* to close the error message dialog box, then do the following to add the Launch Status object:

- 1 Click *Edit Query*.
- 2 In the Universe pane, navigate to *ZENworks > Bundles and Policies > Deployment > Bundle details*.
- 3 Drag the Launch Status object to the Results Object pane.
- 4 Click *Run Query*.
- 5 Save the report.

4.16.10 The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale

Workaround: Do the following:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Right-click any Web Intelligence Report, then click *Schedule*.
- 4 In the Schedule pane, click *Formats and Destinations*.
- 5 Click *Output Format and Destination*.
- 6 In the Output Format panel, select the *Web Intelligence* check box.
- 7 In the Output Format Details panel, select the *File location* check box.
- 8 Click *Destinations Options and Settings*.
- 9 In the Options and Settings panel, deselect the *Use the Job Server's defaults* check box.

- 10 In the Directory option, specify the path to the directory on the destination device to save the report instance.
- 11 Fill in the appropriate fields, then click *Schedule*.

4.16.11 Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64

If you choose to uninstall the ZENworks Reporting Server from an OES 2 SP2 x86_64 machine by running the uninstallation program in the GUI mode, the program might take about 45 minutes to finish the uninstallation. During this time, the uninstallation program might appear to hang even though ZENworks Reporting Server is successfully uninstalled.

To verify that ZENworks Reporting Server has been uninstalled:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Check whether the ZENworks Reporting Server InfoView is disabled.
- 3 Check whether the Business Objects Enterprise service directory was removed:

```
/etc/init.d/BobjEnterprise120 service
```

- 4 Check whether the Business Objects Enterprise directory was removed:

```
/opt/novell/zenworks/share/boe folder
```

- 5 Check the ZENworks Reporting Server uninstallation log file:

The `/var/opt/novell/log/zenworks/ZRSuninstall.log` file must display the following message:

```
ZRS Uninstallation Completed Successfully!
```

4.16.12 Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser

The *Edit Query* action does not work on existing custom reports when you use a Firefox 5 browser. This is because BusinessObjects Enterprise XI 3.1 SP3 does not support the Firefox 5 browser.

Workaround: None

4.16.13 The Installdirectory action for bundles does not upload empty directories on the managed device.

When you add the `installdirectory` action to a bundle by selecting the *Upload all files within the source directory as a single package* option, if there are any empty folders at any level in the selected content, they are not created on the managed device.

Workaround: None

4.17 Satellites

This section contains information about issues that might occur with Satellite devices in ZENworks 11 SP1.

- ♦ [Section 4.17.1, “Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules,” on page 28](#)
- ♦ [Section 4.17.2, “The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite,” on page 28](#)

4.17.1 Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules

If you remove the Content role from a Satellite device, the device is not automatically removed from the Closest Server Default Rule and the Closest Server Rules.

Workaround: Remove the Satellite device from the Server Hierarchy list. In ZENworks Control Center, click the *Configuration* tab > select the check box next to the Satellite device, click *Action*, then click *Remove Satellite Server*.)

4.17.2 The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite

If you change the Imaging content replication schedule for an Imaging Satellite, the imaging content is replicated from the Primary Server to the Satellite while promoting the managed device to the Imaging Satellite, by using the default schedule and not the revised schedule.

Workaround: To change the imaging content schedule after promoting a managed device to an Imaging Satellite:

- 1 Remove the Imaging role from the Satellite.

For detailed information on how to demote a Satellite to a managed device, see “[Removing the Roles from a Satellite \(http://www.novell.com/documentation/zenworks11/zen11_system_admin/data/bojy6ea.html\)](http://www.novell.com/documentation/zenworks11/zen11_system_admin/data/bojy6ea.html)” in the *ZENworks 11 SP1 System Administration Reference*.

- 2 Add the Imaging role to the Satellite, then configure the desired imaging content replication schedule while configuring the role.

For detailed information on how to add the Imaging role to a Satellite, see “[Adding and Configuring Satellite Devices \(http://www.novell.com/documentation/zenworks11/zen11_system_admin/data/bdymd73.html\)](http://www.novell.com/documentation/zenworks11/zen11_system_admin/data/bdymd73.html)” in the *ZENworks 11 SP1 System Administration Reference*.

4.18 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks 11 SP1.

- ♦ [Section 4.18.1, “Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device,” on page 29](#)

4.18.1 Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device

If you have configured a bundle to display its shortcut in the managed device *Start* Menu and you assign this bundle to a Windows 7, Windows 2008, or Windows 2008 R2 device, the bundle shortcut icon is not correctly displayed in the *Start* menu.

Workaround: Download the patch from [Microsoft Support site \(http://support.microsoft.com/kb/980994\)](http://support.microsoft.com/kb/980994).

For more details, see TID 7005032 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

4.19 Zman

This section contains information about issues that might occur when you use the `zman` command line utility.

- ♦ [Section 4.19.1, “Zman help does not display in Chinese,” on page 29](#)
- ♦ [Section 4.19.2, “The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10,” on page 29](#)

4.19.1 Zman help does not display in Chinese

Using the `man zman` command for Simplified Chinese and Traditional Chinese doesn't display any help. It only displays the tilde (~) character.

Workaround: None.

4.19.2 The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10

The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10.

Workaround: Before executing the `rpsv` and `rpgn` commands, ensure that the specified destination path has the read-write-execute (rwx) permissions for all Linux users.

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